



HEALTH PROTOCOL 2021



THE IDEAL DESTINATION FOR CAREFREE HOLIDAYS
OUTDOOR WELLBEING HAVEN

28km of natural beauty to stay active and rejuvenate with a rich variety of activities, from horse riding, to golf, tennis or organized outdoor fitness sessions.

1763 hectares of total resort area in stunning natural landscapes

9km of blue flag awarded & secluded beaches, with a minimum of 4 metres between each umbrella



Spacious rooms and elegant suites with generous terraces and private gardens all to yourself

A la carte dining options at more than 4 spacious restaurants or at your private terrace

Service on the beach, with all day snack menus, cocktails and drinks or out in the nature al fresco

Complimentary rapid antibody **testing of all guests** with strong advice to be tested prior to arrival

Regular molecular diagnostic **testing for all employees**

**TESTING
ALL GUESTS
AND EMPLOYEES**

Doctor
available **24/7**
within resort
premises

Quick and easy
process at dedicated
testing area

Non-invasive,
**touchless temperature
measuring devices**
at all resort entry points



A SAFE & COMFORTABLE GUEST JOURNEY FROM ARRIVAL TO DEPARTURE



ARRIVAL



Your journey from arrival to the hotel until your room.



ACCOMMODATION

Measures taken to keep your room safe and sanitised.



FOOD & BEVERAGE

Journey and experience in your vast choice of restaurants & bars.



LEISURE AREAS

Deep cleaning of beaches, pools, public spaces, shopping, spas and boundless space to enjoy.



SPORTS & ACTIVITIES

Measures taken at sports facilities and activities available at the resort.

DEPARTURE



Advance checkouts and safe distances on your way back.



GUEST ARRIVAL HOTEL ENTRANCE



Regular sanitisation
of all surfaces and
buttons with professional
disinfectant



Minimised dedicated
entry points



Airy spaces.
Fresh air circulating
in all indoor spaces.
Common areas
AC not in use



Antibody testing and
temperature checks



Transfer from airport,
only with guests of the same
room permitted per car
or minibus, thoroughly
disinfected after each use



Guest luggage disinfected
and handled
with personal protective
equipment (PPE)

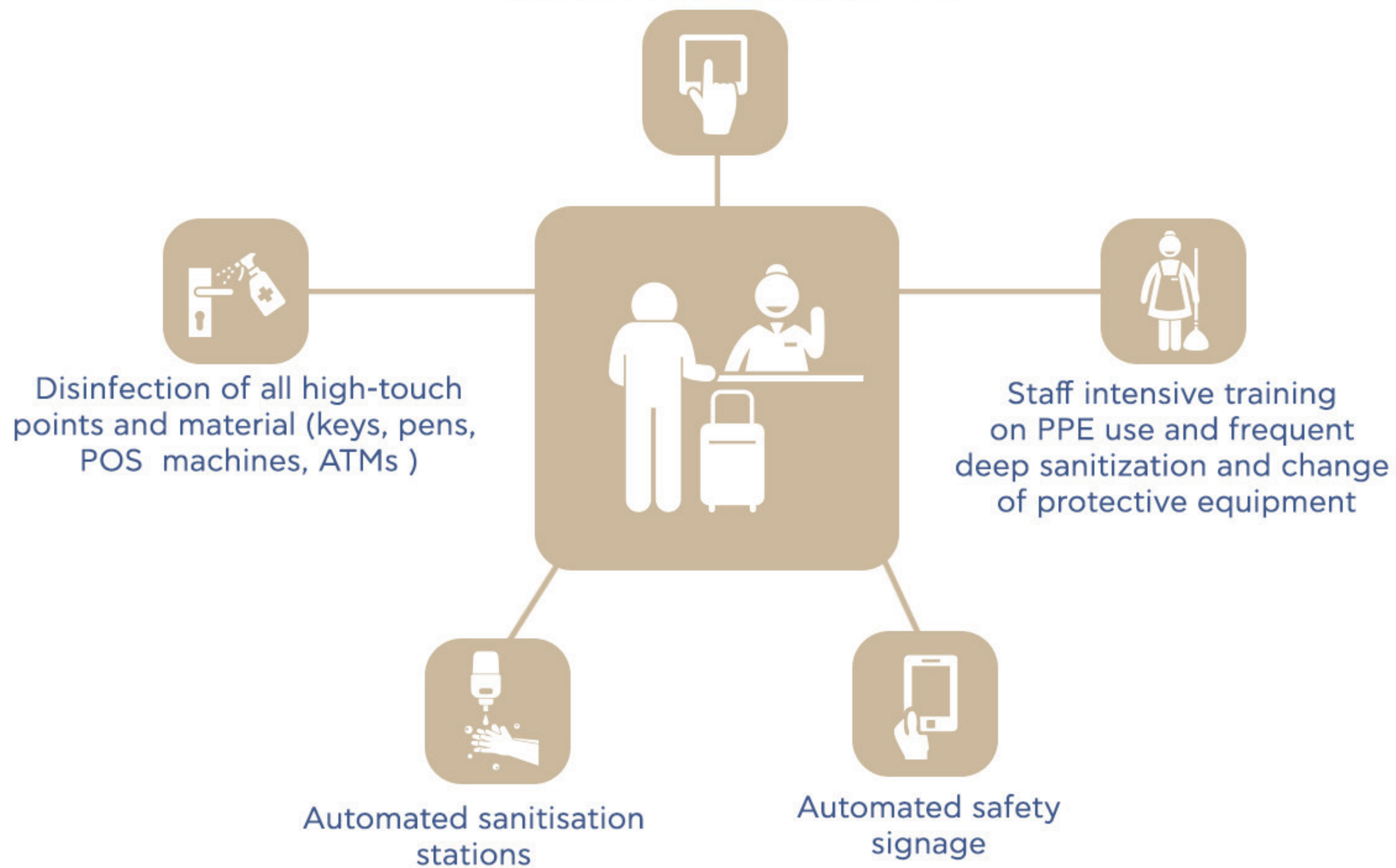


Doors opened
automatically
or by staff



GUEST ARRIVAL FRONT OFFICE

Digital check-in procedures
with safe distances & staff PPE

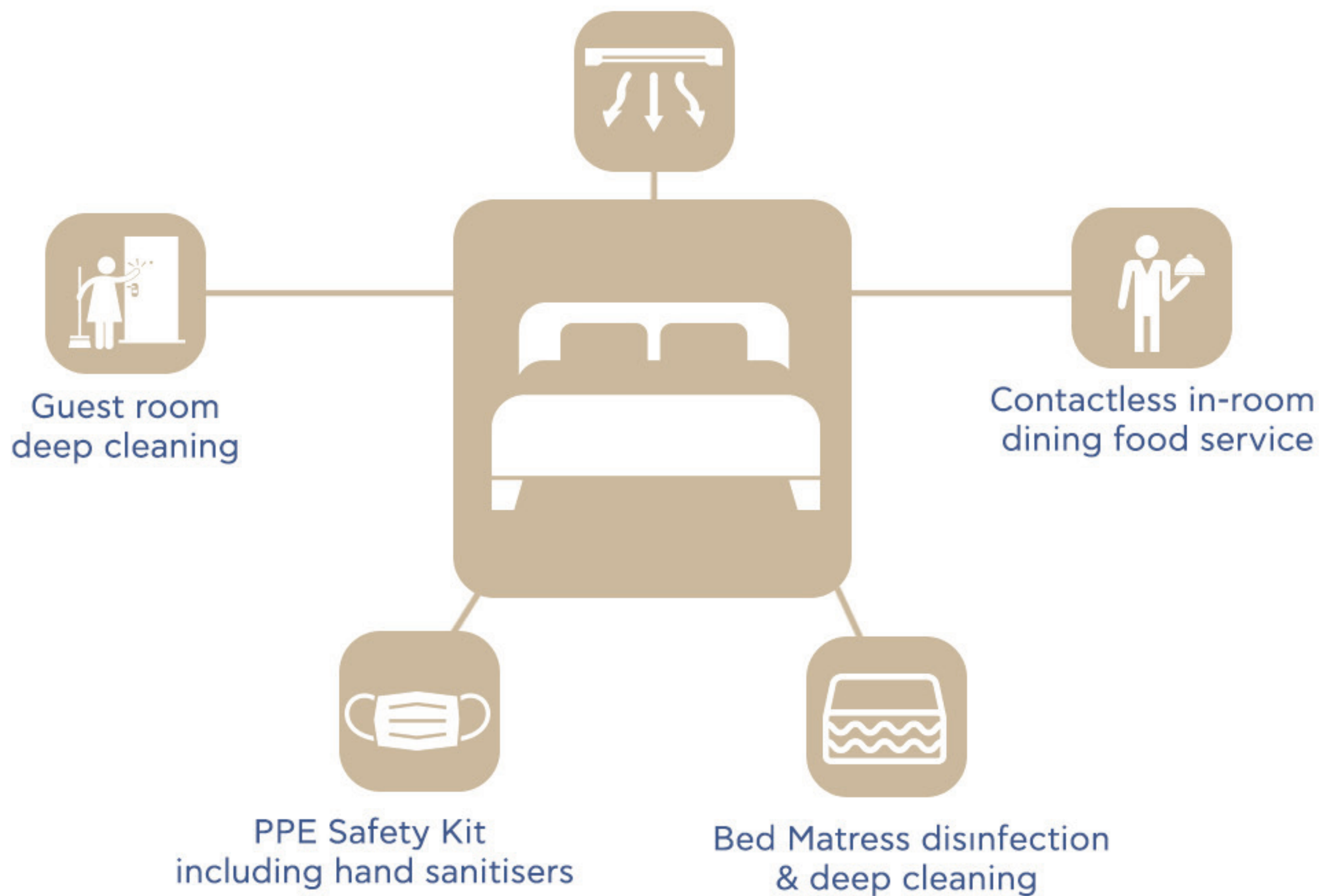




ACCOMMODATION

MEASURES TO KEEP YOUR ROOM SAFE AND SATINISED

Guest room disinfection with professional aerial surface disinfection machines before each arrival





ACCOMMODATION

MEASURES TAKEN TO KEEP YOUR ROOM SAFE AND SATINISED



GUEST ROOM DISINFECTION

Use of professional aerial surface disinfection machines before each arrival to clean guest rooms. Upon guests vacating, each room is thoroughly cleaned and disinfected using certified cleaning equipment.

GUEST ROOM DEEP CLEANING

After checkout, deep disinfection on frequently touched areas such as telephone, remote control, chair and chair handles, table, toilet door handle, toilet seat, hand wash taps, shower taps, iron machine and electrical switches.

BED MATTRESS DISINFECTION

Bed Mattress disinfection & deep cleaning

CONTACTLESS DINING IN ROOM SERVICE

Contactless in-room dining service with delivery outside guest room door

PERSONAL SAFETY KIT

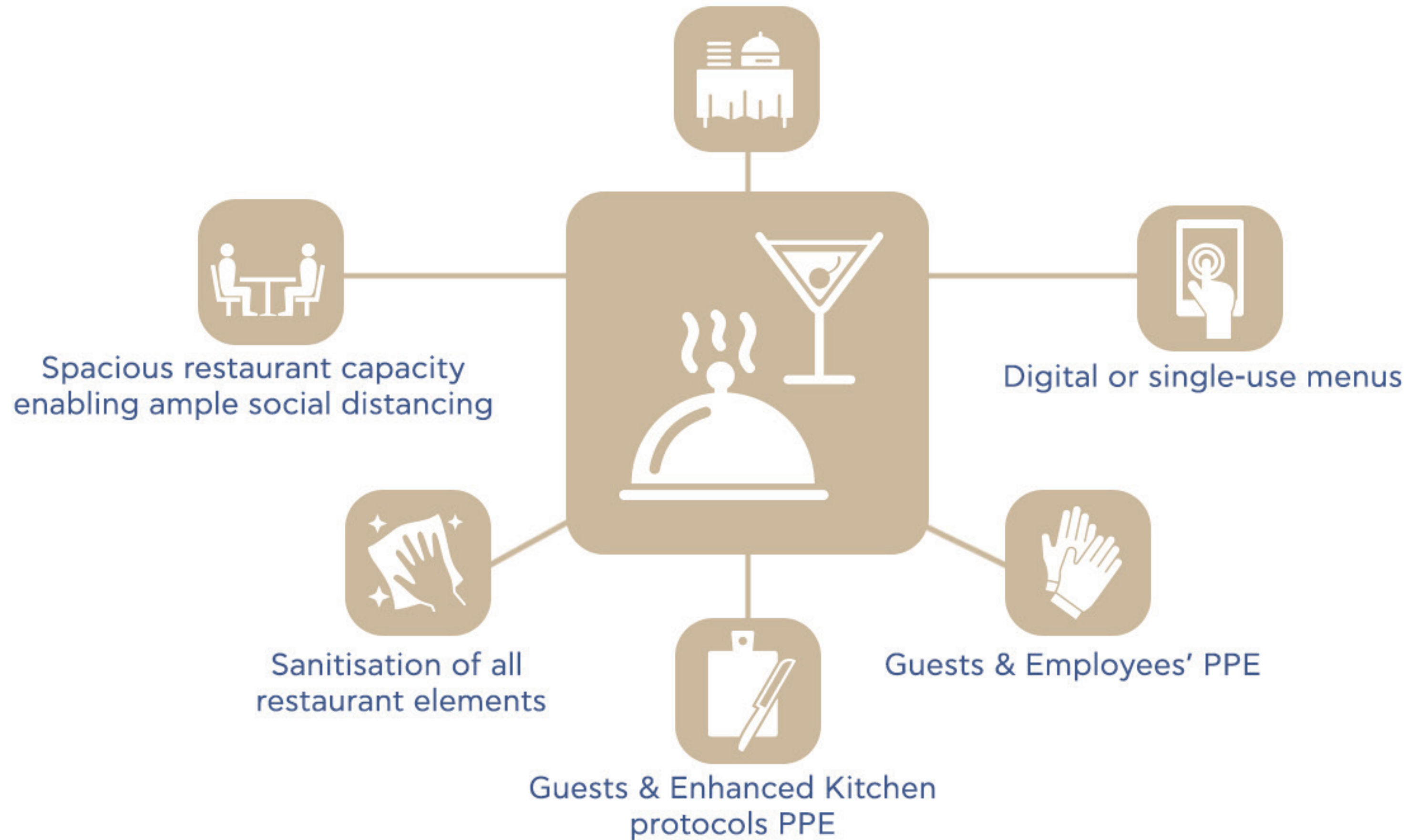
A PPE safety kit including hand sanitisers, disinfectant wipes, masks and gloves, available in all guest rooms



FOOD & BEVERAGE

A SAFE DINING EXPERIENCE IN YOUR VAST CHOICE OF RESTAURANTS & BARS

Dining arrangements adapted
with a la carte service or served buffet options





FOOD & BEVERAGE

MEASURES TO MINIMISE RISK IN RESTAURANTS & BARS

ADAPTED DINING ARRANGEMENTS

Dining arrangements adapted with a la carte service or served buffet options

*Reservations required for breakfast, lunch, dinner.

SPACIOUS RESTAURANT CAPACITY

Reduction of the number of seats.

2 metres space between tables to provide ample safe distancing.

One family per table to dine at a time.

Reservations required enabling optimization of spacing out.

MENU

Single-use and digital menus available to minimise physical contact, through the Mobile APP and QR Codes.



FOOD & BEVERAGE

MEASURES TO MINIMISE RISK IN RESTAURANTS & BARS

SANITISATION OF ALL RESTAURANT ELEMENTS

Frequent disinfection of all high-touch surfaces such as tables, chairs, condiments, door handles etc. after each reservation.

POS machines and equipment sanitised before and after usage.

Overnight restaurant deep cleaning by professional disinfection material.

Guest hand sanitisation desk allocated in all outlets. Sanitisers and wet wipes available for cleaning phones/credit cards.

GUESTS' & EMPLOYEES' PPE

All employees wear masks and gloves, at all times. Gloves and masks changed regularly, with intensive Covid-safe PPE training.

Proper PPE (gloves and masks) available for all guests.



FOOD & BEVERAGE ENHANCED KITCHEN PROTOCOLS



DISPOSABLE

All staff wear disposable masks, gloves, hair nets and all other safety gears.

MINIMAL CONTACT

Workstations are placed in a way that staff are not facing each other and can maintain appropriate social distancing.

COOKED FOOD

Menus tweaked to include more options of cooked food instead of raw food.

PRODUCTS

Proper cleaning of vegetables, meats and all other materials that are required in the kitchens.

SANITISING AGENTS

Kitchens use approved sanitising agents to disinfect.

KITCHEN TOOLS

All tools get sanitised after each use.



LEISURE AREAS

MEASURES TO MINIMISE RISK AT LEISURE FACILITIES

Beaches & Pools disinfection
and safe distancing



Spa



Babysitting & Kids' Clubs



Entertainment



Shopping



LEISURE AREAS

MEASURES TO MINIMISE RISK AT LEISURE FACILITIES



BEACHES & POOLS

Reduced capacity & Safe distance of 4m between sunbeds & lounge chairs.

Guests escorted to sunbeds and umbrellas.

Disinfection of sunbeds & pool areas and equipment after each use.
Sanitized towels provided.
Increased water quality controls.

SPA

Spa use by appointment only.

1 person per treatment cabin, capacity 50% of cabins at once.
Min 30-minute gaps between sessions to allow deep cleaning and sanitization. Guests wear face masks during treatments

*Wet area (steam bath, sauna) and indoor pools not in operation.

KIDS CLUBS & BABYSITTING

All childcare services operating upon appointment only to ensure adequate spacing.

Baby sitting services, Kids Club, Outdoor Creche operating, with protective equipment and sanitizing protocol processes

*Game Center, Bowling, Cycling station operating with reduced capacity.

*Mini Discos will not operate.

ENTERTAINMENT

Live music entertainment available with PPE and physical distancing rules.

Bar and Service stations not operating, table service only.

*Parties & events, Open Air cinema, Conferences & Meetings not available.

SHOPPING

Maximum allowance according to store's available space. Queueing and appropriate social distancing measures applied.

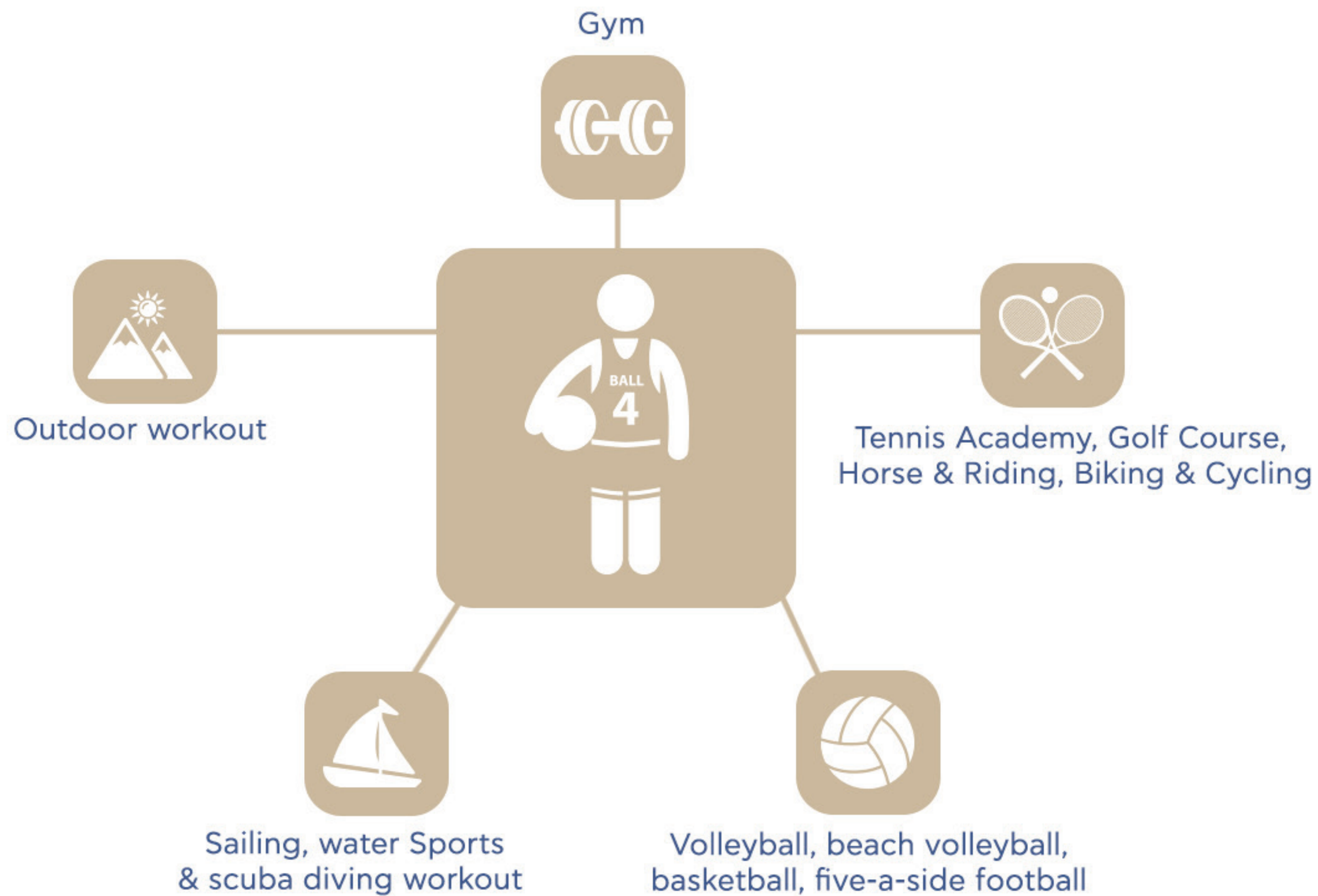
Daily cleaning and disinfection of all items.

Sanitization Stations available in each entrance.



SPORTS & ACTIVITIES

MEASURES TO MINIMISE RISK AT SPORTS & ACTIVITIES





LEISURE AREAS

MEASURES TO MINIMISE RISK AT LEISURE FACILITIES



GYM

Gym sanitisation after each use. Free weights and machines disinfection after each use.

Pre-booking required to allow social distancing.
Sanitisation stand available for guests.

OUTDOOR WORKOUT

Alternate options of workouts such as outdoor wellness & fitness programmes, yoga, forest walks and organized jogging sessions offered.

TENNIS, GOLF, BIKING, HORSE RIDING, HIKING

Limited capacity per court.

Programmes available to same room guests.

Only individual private lessons available.

Cleaning and sanitising equipment between lessons.

WATER SPORTS & SCUBA DIVING

Reduced number of guests and reservation required.

1 guest per activity allowed or more guests of the same room.

Equipment cleaned and sanitised between sessions.

VOLLEYBALL, BASKETBALL BEACH VOLLEY, FOOTBALL

Reservation required.

Cleaning and sanitising of all equipment between rentals.

PPE worn by instructors.

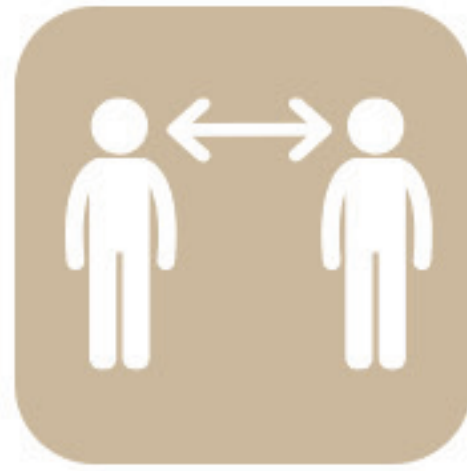


DEPARTURE

MEASURES TAKEN TO MINIMISE RISK UPON CHECK OUT



Dedicated check out desk capacity



Social distancing



Sanitisation



Advance digital check out



DEPARTURE

MEASURES TAKEN TO MINIMISE RISK UPON CHECK OUT

ADVANCE CHECK OUT

Guests are advised to inform the team about checkout plans in advance so that bills can be made ready.

DEDICATED CHEK OUT DESK CAPACITY

Separate checkout area in case reception is overcrowded.

SOCIAL DISTANCING MARKS

Signage stands at the reception placed as marks to maintain social distancing.

SANITISERS

Fully automated sanitisation station present at the reception for guest usage.

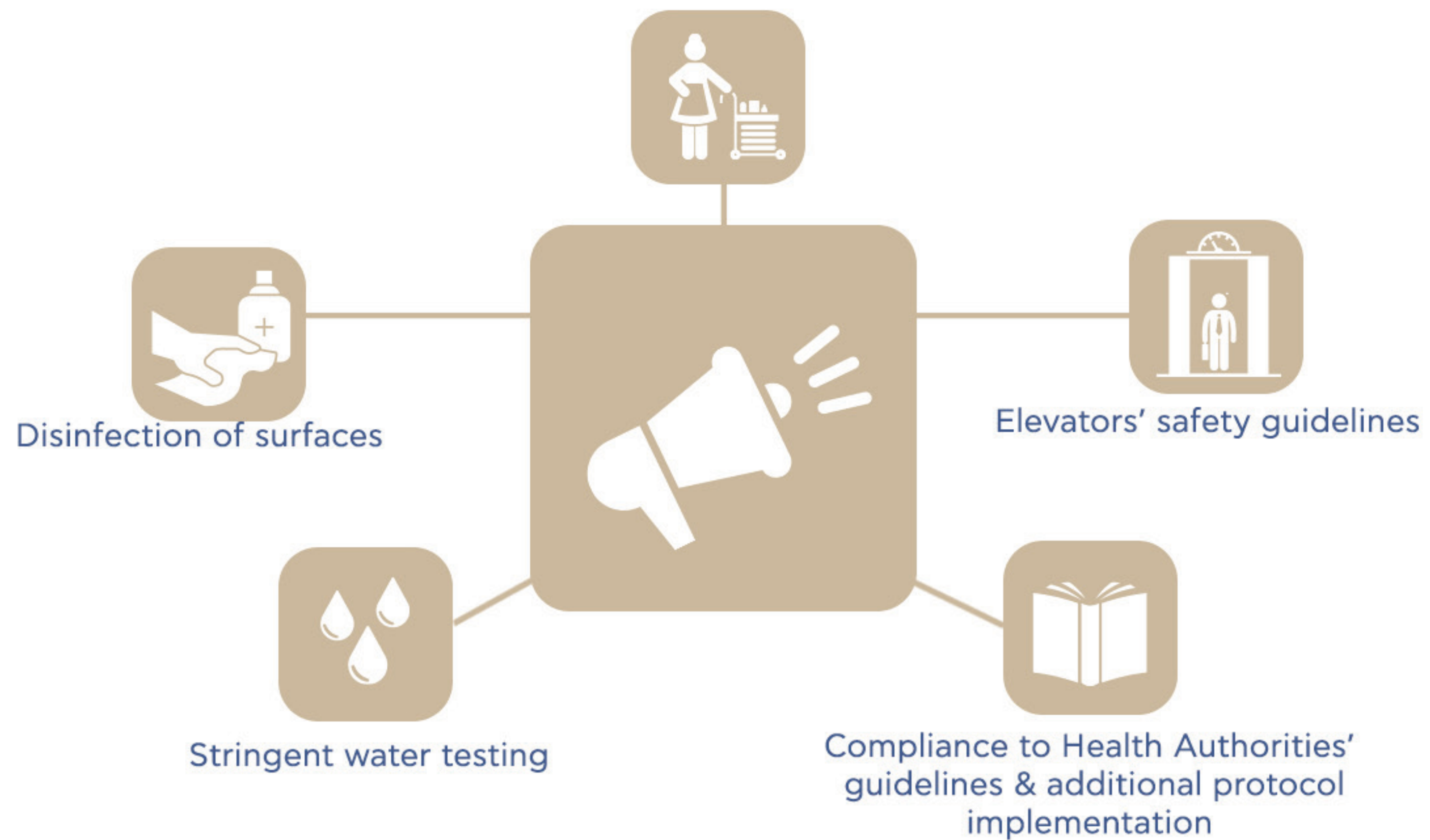
Masks, gloves, wet wipes and disposal bin available for guests.



OTHER GUIDELINES

ESSENTIAL GUIDELINES TO BE FOLLOWED THROUGHOUT THE HOTEL

Disinfection of all indoor areas





OTHER GUIDELINES

ESSENTIAL GUIDELINES TO BE FOLLOWED THROUGHOUT THE HOTEL

DISINFECTION OF ALL INDOOR AREAS

All indoor areas are mopped with professional disinfectants.

DISINFECTION OF SURFACES

All surfaces disinfected. For metallic surfaces like door handles, security locks, keys etc. specialized disinfectant to wipe down surfaces where the use of bleach is not suitable.

COMPLIANCE TO HEALTH AUTHORITIES GUIDELINES

Compliance to WHO, government health authorities, certified by international independent third party body and additional protocol implementation.

STRINGENT WATER TESTING

Reduced number of guests and reservation required.

1 guest per activity allowed or more guests of the same room.

Equipment cleaned and sanitised between sessions.

ELEVATORS SAFETY GUIDELINES

Max 2 guests permitted in elevators or a family consisting of 2 adults and kids. Buttons inside and outside the elevators sanitised every 2 hours.

Hand sanitisers available outside elevators.



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